

# Perth & Kinross

## Pathways to Advice and Cash Partnership

Led by Citizens Advice Perth, in collaboration with Trussell Trust, Perth & Kinross Council  
and third sector partners



**citizens  
advice  
bureau**

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# Multi-Disciplinary Partnership Working



# Strategic context – Corporate Plan



Delivery of the priorities will be underpinned by our key principles:

- ▶ Focusing on need informed by evidence and data, rather than demand
- ▶ Working with our communities and partners, and putting people first
- ▶ Being a visible and valued part of our communities, engaging with and being accessible and responsive to our residents
- ▶ Prevention and early intervention to help achieve the best long-term results for people
- ▶ Supporting our workforce to be the best, ensuring they are well-trained and empowered to make decisions
- ▶ Making best use of available assets including transferring or otherwise disposing of those which can best serve the community in a different way
- ▶ Remaining true to our organisational values of integrity, compassion and ambition

# Aims

Build stronger relationships across the council, with partners and communities

Consider new ways to deliver services which are joined up, flexible and responsive to the needs of communities – based on feedback and supported by evidence

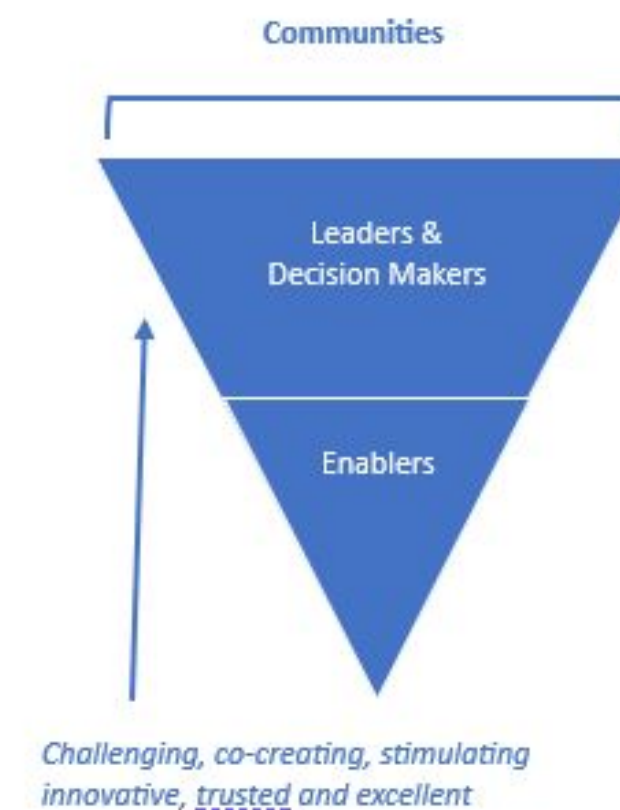
Collaborative approach with partners and communities to co-design services that meets needs – evidence-based approach

Initially taking a focussed approach tackle inequalities and poverty – expanding this approach across all priorities

Supporting our workforce to be empowered to make decisions and to take forward the no wrong door approach – cultural change programme

# What this means in practice

- ▶ The role of this project is to create the **environment** where multi-disciplinary teams and partners can come together in a locality and decide for themselves on the **how**





# What this is... and is not

## This is not -

- ▶ Abdicating our responsibilities or statutory duties
- ▶ Replacing one method of silo working with another
- ▶ A one size fits all approach, each locality need will be different, and this sets us up to be able to respond to that

## This is -

- ▶ Transformational – In terms of how we work by listening and involving communities and partners
- ▶ A move away from traditional council service delivery models towards embedding the Council's new operating model
- ▶ A 'bottom-up' approach with the views and aspirations of our communities at the core
- ▶ Doing **with**, not to or for – true partnership working

# The challenge!

## Untangling.....

- ▶ Intelligence, myths, hearsay
- ▶ Community engagement and development
- ▶ Role of elected members – representative democracy
- ▶ Differing plans, strategies, priorities and expectations
- ▶ Decision making – locality / themed
- ▶ Budgets and resources
- ▶ Accountability, Strategic planning & performance
- ▶ Relationships and cultures



**NOT EASY!**

## Background to the Project:



In October '22 - following a cost-of-living crisis summit - Perth & Kinross Council initiated a CEO led anti-poverty approach.

It was agreed that Perth CAB lead on the cash-first co-ordination and Trussell Trust is providing support to enable us to lead on this area.

The focus of this project is **enhancing access to advice** alongside **increasing access to holistic advice and a wrap/around service** to prevent future need (no wrong door).

Simply put - **To make it easier for clients to access help and advice when in need.**



# What the project will do:



Working with local services and third sector partners including those working in the Health and Social Care Partnership, children and families and housing services - **5 locality-based referral partnerships** will be put in place to ensure that individuals and families get access to advice and support. This will ensure that there is a **'no wrong door'** approach.

The service will develop and promote a **transformative (test & learn) referral system** with support from the Local authority, Anti-Poverty task Force and partners to support this implementation.

This project is all about **partnership and co-design**:

- Partners/agencies and organisations (including frontline workers)
- Communities and those with lived experience

# Lived Experience:

When speaking with People with Lived Experience - the following are highlighted:

- **No wrong door** – access to the right services at the right time (Foodbank, Butty & Blether, Social Prescribers)
- Consider the impact of financial hardship/crisis on the **family as a whole** (complex issues are raised in poverty or crisis)
- **Tell my story once** – individual/family in control of what info is captured/shared and when
- **Easy to access information** -individuals/families know what is out there and are empowered



# Project details:



- **Five locality-based partnerships** are being established. This will include four rural locations and Perth city. By including Perth as well as the rural locations we will compare the similarities and differences between urban and rural allowing the learning to be shared with cash-first partnerships nationally.
- We have identified the wards based on the **child poverty figures** and have decided to begin with Perth City and Highlands - where there is locality working involving the community, local authority and frontline services that aligns closely with our objectives.
- We will be setting up a system for **enabling referrals and information** between partners using a formal referrals system.
- The system will facilitate referrals to:
  - \* **Advice**
  - \* **Support**
  - \* **Information**
- Overall, the partnership would ensure that those that require the support are given a warm referral to advice services when needed. Access and **engagement with advice** is just as important as advice



# Milestones:



## Phase 1:

Securing funding and on-boarding of initial referral partners (with capacity), System build, front web-page interface designed and completion of Directory of Services (utilising PKAVS and PKC Whole Family Wellbeing research/data).

## Phase 2:

Training and planning with referral partners and ongoing recruitment of wider partners to join the referral management system. Plans to broaden out to include additional services across sectors e.g. employability, council departments, mental health and well-being etc.

## Phase 3:

Future scope – review and assess; deliver public self-referral access if capacity in place

## Where we're at:

**In discussions with Phase 1 partners to agree and confirm referral pathways, system requirements, client outcomes, and data/information sharing. This will inform system design.**



We know that we can't tackle poverty alone and recognise that other organisations working in the sector also hold a huge amount of expertise.

It's taken us slightly longer than we anticipated to get going – but this is because we are taking lots of people with us.

We think that this joined up approach of working will



# Positives and Challenges of Partnership working:

## Positives:

- Good relationships with partners and trust built up that allows us to develop partnerships – need to be strategic
- Shared vision - organisations that we speak to recognise the value of a joined up way of working
- Lived experience helps to lead on system design - partners and pathways

## Challenges:

- Different organisations have different cultures and practices that results in delays or a reticence to take decisions
- Cash First is a relatively new project that means that we have to explain the concept to ensure buy-in





# Bringing it all together:



- Way of working is **stronger**
- Building a **community** – stronger together
- **Trust** between local authority and lead organisation
- Complexity of council can be a challenge, but this partnership allows us to work as a third sector organisation in an **agile** manner: faster, less encumbered
- Partnership allows us to be more **responsive** to local needs – smaller organisations are being brought on board – best placed to work in their local communities

# Any Questions?

10 minutes



## Group Activity/Discussion:



### Within your group – please discuss:

- In your local authority area – can you think of partnerships that have been beneficial. Why have they worked and what have been the positives?
- Can you think of examples that have not worked so well. Why do you think this is the case?
- Can you think of any ways to overcome challenges in working in partnership with your local authority, health services and the wider third sector?

25 minutes discussion

### Feedback:

10 minutes